

Employability Skills

Textbook for Class X

विद्यया ऽ मृतमश्नुते



एन सी ई आर टी
NCERT

राष्ट्रीय शैक्षिक अनुसंधान और प्रशिक्षण परिषद्
NATIONAL COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING

ISBN 978-93-5292-218-5

First Edition

February 2020 Magha 1941

PD 5T BS

**© National Council of Educational
Research and Training, 2020**

₹ 115.00

Printed on 80 GSM paper with NCERT
watermark

Published at the Publication Division
by the Secretary, National Council of
Educational Research and Training,
Sri Aurobindo Marg, New Delhi 110 016
and printed at LPP Print Packaging
Pvt. Ltd., 28/1/10, Site-IV, Sahibabad
Industrial Area, Sahibabad, District
Ghaziabad (U.P.)

ALL RIGHTS RESERVED

- ❑ No part of this publication may be reproduced, stored in a retrieval system or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior permission of the publisher.
- ❑ This book is sold subject to the condition that it shall not, by way of trade, be lent, re-sold, hired out or otherwise disposed off without the publisher's consent, in any form of binding or cover other than that in which it is published.
- ❑ The correct price of this publication is the price printed on this page. Any revised price indicated by a rubber stamp or by a sticker or by any other means is incorrect and should be unacceptable.

**OFFICES OF THE PUBLICATION
DIVISION, NCERT**

NCERT Campus
Sri Aurobindo Marg
New Delhi 110 016

Phone : 011-26562708

108, 100 Feet Road
Hosdakere Halli Extension
Banashankari III Stage
Bengaluru 560 085

Phone : 080-26725740

Navjivan Trust Building
P.O.Navjivan
Ahmedabad 380 014

Phone : 079-27541446

CWC Campus
Opp. Dhankal Bus Stop
Panihati
Kolkata 700 114

Phone : 033-25530454

CWC Complex
Maligaon
Guwahati 781 021

Phone : 0361-2674869

Publication Team

Head, Publication Division : *Anup Kumar Rajput*

Chief Editor : *Shveta Uppal*

Chief Production Officer : *Arun Chitkara*

Chief Business Manager : *Bibash Kumar Das*

Editor : *Bijnan Sutar*

Production Assistant : *Rajesh Pippal*

Cover and Layout

DTP Cell, Publication Division

Foreword

The National Curriculum Framework–2005 (NCF–2005) recommends bringing work and education into the domain of the curricular, infusing it in all areas of learning while giving it an identity of its own at relevant stages. It explains that work transforms knowledge into experience and generates important personal and social values such as self-reliance, creativity and cooperation. Through work one learns to find one's place in the society. It is an educational activity with an inherent potential for inclusion. Therefore, an experience of involvement in productive work in an educational setting will make one appreciate the worth of social life and what is valued and appreciated in society. Work involves interaction with material or other people (mostly both), thus creating a deeper comprehension and increased practical knowledge of natural substances and social relationships.

Through work and education, school knowledge can be easily linked to learners' life outside the school. This also makes a departure from the legacy of bookish learning and bridges the gap between the school, home, community and the workplace. The NCF–2005 also emphasises on Vocational Education and Training (VET) for all those children who wish to acquire additional skills and/or seek livelihood through vocational education after either discontinuing or completing their school education. VET is expected to provide a 'preferred and dignified' choice rather than a terminal or 'last-resort' option.

As a follow-up of this, NCERT has attempted to infuse work across the subject areas and also contributed in the development of the National Skill Qualification Framework (NSQF) for the country, which was notified on 27 December 2013. It is a quality assurance framework that organises all qualifications according to levels of knowledge, skills and attitude. These levels, graded from one to ten, are defined in terms of learning outcomes, which the learner must possess regardless of whether they are obtained through formal, non-formal or informal learning. The NSQF sets common principles and guidelines for a nationally recognised qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities.

It is under this backdrop that Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), Bhopal, a constituent of NCERT has developed learning outcomes based modular curricula for the vocational

subjects from Classes IX to XII. This has been developed under the Centrally Sponsored Scheme of Vocationalisation of Secondary and Higher Secondary Education of the Ministry of Human Resource Development.

This textbook takes care of generic skills embedded in various job roles in a comprehensive manner and also provides more opportunities and scope for students to engage with these common and necessary skills, such as communication, critical thinking and decision making in different situations pertaining to different job roles.

I acknowledge the contribution of the development team, reviewers and all the institutions and organisations, which have supported in the development of this textbook.

NCERT would welcome suggestions from students, teachers and parents, which would help us to further improve the quality of the material in subsequent editions.

New Delhi
June 2018

HRUSHIKESH SENAPATY
Director

National Council of Educational
Research and Training

About the Textbook

Employability skills can be defined as those soft skills which employers look for in a potential employee. These skills equip the employees to carry out their role to the best of their ability and client satisfaction. For example, the ability to explain what you mean in a clear and concise way through written and spoken means, helps to build a better relationship with the client or the customer. Similarly, handling stress that comes with deadlines for finishing work and ensuring that you meet the deadlines can be done through effective self-management training. It can also be done by working well with other people from different disciplines, backgrounds, and expertise to accomplish a task or goal. In today's digital age, employers expect that the employees should be able to make use of elementary functions of information and communication technology to retrieve, access, store, produce, present and exchange information in collaborative networks via the Internet. Students need to develop entrepreneurial skills, so that they can develop necessary knowledge and skills to start their own business, thus becoming job creators rather than job seekers. Potential employees need to develop green skills, which are the technical skills, knowledge, values and attitudes needed in the workforce to develop and support sustainable social, economic and environmental outcomes in business, industry and the community. Thus, as a student you are expected to acquire a range of skills so that you can meet the skill demands of the organisation that you would work for or to set up and run your own business.

This textbook on 'Employability Skills' covers communication, self-management, information and communication technology, entrepreneurial and green skills. It has been developed as per the learning outcome based curriculum. The employability skills are embedded in the Qualification Packs of the different job roles in various sectors under the National Skill Qualification Framework.

The textbook aims to provide learning experience through a blended approach of text and video-based interactive e-learning lessons. Running these e-learning lessons in classrooms would require a computer with Internet connection, projector and sound system, which the school should

provide to the teachers and students. The teachers will guide you to actively participate in class — asking and answering questions and following the instructions to complete the exercises and activities.

VINAY SWARUP MEHROTRA
Professor and Head
Curriculum Development and Evaluation Centre
and NSQF Cell,
PSS Central Institute of Vocational Education, Bhopal

© NCERT
not to be republished

Acknowledgements

The National Council of Educational Research and Training (NCERT) expresses its gratitude to all members of the Project Approval Board (PAB) and officials of the Ministry of Human Resource Development (MHRD), Government of India, for their cooperation in the development of this textbook. The Council would like to thank Rajesh P. Khambayat, *Joint Director*, PSS Central Institute of Vocational Education (PSSCIVE), Bhopal for providing support and guidance in the development of this textbook.

The Council extends its gratitude to Vinay Swarup Mehrotra, *Professor and Head*, Department of Agriculture and Animal Husbandry and Curriculum Development and Evaluation Centre, PSSCIVE, Bhopal, for his untiring efforts, skillful guidance and assistance in the development and publishing of this textbook. The Council is grateful to Saroj Yadav, *Professor and Dean (Academic)*, NCERT, and Ranjana Arora, *Professor and Head*, Department of Curriculum Studies, NCERT for their sincere efforts in coordinating the review workshops for the finalisation of this textbook.

The Council acknowledges the contribution of the following review committee members from PSSCIVE — Abhijit Nayak, *Professor and Head*, Department of Health and Paramedical, Dipak Shudhalwar, *Associate Professor and Head*, Department of Engineering and Technology, Kuldeep Singh, *Associate Professor*, Department of Agriculture and Animal Husbandry, Mridula Saxena, *Professor*, Department of Home Science and Hospitality Management, P. Veeraiah, *Professor and Head*, Department of Business and Commerce, Pinki Khanna, *Professor and Head*, Department of Home Science and Hospitality Management, Rajiv Pathak, *Professor*, Department of Agriculture and Animal Husbandry, Saurabh Prakash, *Professor*, Department of Engineering and Technology, R.K. Shukla, *Professor*, Department of Business and Commerce and Vipin K. Jain, *Associate Professor and Head*, Department of Humanities, Science, Education and Research for reviewing this textbook.

The Council also acknowledges the valuable contribution of Aakash Sethi, *Chief Executive Officer*, Quest Alliance, Aditi Kumar, *Project Manager*, Quest Alliance, Amit Singh, *Advisor*, National Institute for Entrepreneurship and Small Business Development, Austin Thomas, *Executive Vice President*, Wadhvani Foundation, Mekin Maheshwari, *Chief Executive Officer*, Udhyam Learning Foundation, Nidhi Sahni, *Curriculum*

Manager, Wadhwani Foundation, Nikita Bengani, *Senior Program Manager*, Quest Alliance, Poonam Sinha, *Joint Director*, National Institute for Entrepreneurship and Small Business Development, Rohit Massey, *Consultant*, National Institute for Entrepreneurship and Small Business Development, Shivani Gandhi, *Program Manager*, Udhyam Learning Foundation, Sonal K Jain, *Consultant*, Wadhwani Foundation, Sunil Dahiya, *Executive Vice President*, Wadhwani Foundation, and Vikrant Chandela, *Associate Director*, Wadhwani Foundation for their assistance in development of the textbook and for providing illustrations for the textbook. Vikas Kogey, *Visual Analyser* and Pinki Tiwari, *Graphic Designer*, PSSCIVE, Bhopal are also duly acknowledged for redrawing illustrations for the textbook. The images other than these used in the textbook have been sourced from the Creative Commons License.

The Council also acknowledges the copyediting and valuable contribution of Shilpa Mohan, *Assistant Editor* (Contractual) Publication Division, NCERT, in shaping this textbook.

The efforts of Pawan Kumar Barriar, *DTP Operator* and Sachin Tanwar, *DTP Operator* (Contractual), Publication Division, NCERT, for flawless layout design are also acknowledged.

CONTENTS

<i>Foreword</i>		<i>iii</i>
<i>About the Textbook</i>		<i>v</i>
Unit 1	Communication Skills	1
	Session 1 Methods of Communication	1
	Session 2 Verbal Communication	7
	Session 3 Non-verbal Communication	10
	Session 4 Communication Cycle and Importance of Feedback	16
	Session 5 Barriers to Effective Communication	20
	Session 6 Writing Skills — Parts of Speech	24
	Session 7 Writing Skills — Sentences	31
Unit 2	Self-management Skills	39
	Session 1 Stress Management	40
	Session 2 Self-awareness — Strength and Weakness Analysis	46
	Session 3 Self-motivation	51
	Session 4 Self-regulation — Goal Setting	54
	Session 5 Self-regulation — Time Management	58
Unit 3	Information and Communication Technology Skills	63
	Session 1 Basic Computer Operations	63
	Session 2 Performing Basic File Operations	70
	Session 3 Computer Care and Maintenance	74
	Session 4 Computer Security and Privacy	79
Unit 4	Entrepreneurial Skills	84
	Session 1 Entrepreneurship and Society	85
	Session 2 Qualities and Functions of an Entrepreneur	89
	Session 3 Myths about Entrepreneurship	94
	Session 4 Entrepreneurship as a Career Option	99
Unit 5	Green Skills	103
	Session 1 Sustainable Development	103
	Session 2 Our Role in Sustainable Development	109
<i>Answer Key</i>		114
<i>Glossary</i>		117

Do You Know

According to the 86th Constitutional Amendment Act, 2002, free and compulsory education for all children in 6-14 year age group is now a Fundamental Right under Article 21-A of the Constitution.

**EDUCATION IS NEITHER A
PRIVILEGE NOR FAVOUR BUT A
BASIC HUMAN RIGHT TO
WHICH ALL GIRLS AND WOMEN
ARE ENTITLED**

*Give Girls
Their Chance !*

